



Case Study

MVT® Reduces Coronary Artery Bypass Graft Cost 30% and Decreases Morbidity Index 20%

The Opportunity

A major health plan warned a medium-sized hospital that it would be dropped from their network unless costs were reduced and the morbidity index lowered for CABG procedures.

The hospital's costs averaged \$10,000 more than those of two competitors, and previous attempts to lower costs had all been unsuccessful. In addition, the hospital's patient morbidity was higher, patient satisfaction was lower, and patient length of stay was longer.

The Approach

The hospital formed a project group of physicians and nurses and employees from each department that dealt with coronary bypass patients. Four areas of concern were identified: cost, length of stay, morbidity index and patient satisfaction. The hospital decided to use QualPro's MVT® process to improve results.

The Test

Project participants brainstormed 14 practical, fast and cost-free ideas to test using QualPro's MVT® process. Each of the test ideas was reviewed thoroughly by a peer group of physicians to ensure that none of the changes would impact patient safety, as patient safety was the highest priority and would not be compromised.

<i>Idea</i>	<i>Old</i>	<i>New</i>
Physical Therapy	Post-operative	Pre-operative & Post-operative
Respiratory Therapy	Post-operative	Pre-operative & Post-operative
Post-operative PT	Once daily	Twice daily
Antimicrobial Shower Before Surgery	Cleanser A	Cleanser B
Wound Protocol	Protocol 1	Protocol 2
Pharmacy Consulting	No	Yes
Intravenous Antibiotic Timing	Current	Sooner
Type of Room	Semi-private	Private
Cardiac Care Nurse	No	Yes
Rehabilitation Teaching	Last day	After surgery
Critical Path	None	Planned interaction
Anesthetic	Anesthetic A	Anesthetic B
Extubation Time	Current	Sooner
Discharge Planning	Post-operative	Pre-operative & Post-operative

The Results

The health plan that had threatened to exclude the hospital from its network was astonished at how much and how quickly the hospital improved. In just six months:

- Average cost per patient decreased more than 30%, resulting in annual savings of over \$3 million
- Average length of stay decreased more than 50%
- Morbidity index declined by almost 20%
- Customer satisfaction index increased from 61% to 83%